SCOSCHE myTREK™ FAQs

COMPATIBILITY

Will myTREK work with my Apple device?
--- myTREK was designed specifically for use with the iPod touch (3rd and 4th generation), iPhone 3GS and iPhone 4.
--- myTREK will run on the iPad however myTREK is not currently optimized for use on the iPad.

What version of iOS is required for use with the myTREK App?
--- iOS version 4.2 or higher.

Will myTREK work with my wired headset?
--- Yes, myTREK will function using a wired headset.

Will myTREK work underwater?
--- No, myTREK is water resistant but damage will occur if submerged in water.

Can I pair Bluetooth headphones or a headset while also being paired with myTREK?
--- Yes, you can be paired to both Bluetooth devices at once.

CHARGING

How long does it take to fully charge myTREK?
--- Approximately two hours or until the LED light turns solid green.

How do I know myTREK is charging?
--- The LED light flashes red during charging.

Will myTREK continue recording if the battery dies?
--- If the myTREK battery dies, time and GPS tracking will continue. However, pulse metrics will not.
--- If the iPod touch or iPhone battery dies, all measurements will cease to record.

INITIAL SETUP

How do I properly wear myTREK?
--- myTREK should be worn securely on your forearm, near the elbow. With your palm facing up make sure you can easily read "Scosche" and "myTREK" on the plastic housing. The larger portion of the armband should be flush on the top of your forearm. See Figure (3) on page 3 in the full user guide.

Will myTREK work over clothing?
--- No, myTREK should be worn flat and directly against the skin.

How do I pair myTREK with my iPod touch or iPhone?
--- On the iPod touch or iPhone, go to Settings > General > Bluetooth. Turn on Bluetooth. Turn on myTREK by pressing the center button. myTREK will enter pairing mode and will show up under Devices. Press "myTREK" to pair with iPod touch or iPhone. myTREK should be worn prior to pairing.

How do I calibrate myTREK?
--- myTREK will calibrate once the myTREK App is launched. Calibration is complete when the heart icon is displayed near your pulse. If myTREK does not calibrate, please call Tech Support at (800) 621-3695 Ext. 3

How do I keep the myTREK App displayed during my entire workout?
--- In the myTREK App settings, turn the "Allow Auto-Lock" feature to "OFF".

FITNESS METRICS

How do I determine if myTREK is accurately reading my pulse?
--- The heart icon signifies that myTREK has found a pulse. The heart icon will appear on the home screen in the upper left portion of the blue box.
--- The pulse wave signal should show clear and regular waves, prior to starting a workout.

How are calories calculated?
--- Calories burned are calculated using the user's weight, pulse, and time elapsed.

How are the training zones calculated?
--- Your max heart rate is based on the standardized formula; 220 – your age = your max heart rate.
--- Each training zone represents a percentage of your max heart rate: Resting 40-59%, Weight Loss 60-69%, Fitness 70-79% Performance 80-89%, Red Line 90% and above.

How do I get the most accurate results with myTREK?
--- Verify that the myTREK battery is sufficiently charged.
--- Ensure that the myTREK sensors are clean.
--- Make certain that myTREK is worn flush against skin.
--- Your iPod touch or iPhone is within 30 feet of the myTREK.

Is myTREK recommended during weight lifting?
--- myTREK may be used to monitor your pulse during rest periods *between* weight lifting sets.

What if I have an irregular heartbeat?
--- myTREK is not designed for use with this condition.

MUSIC and PHONE

How do I play music within the myTREK App?
--- You can add songs or playlists from within the myTREK App by clicking on the music icon on the home screen.

What happens if I receive a phone call?
--- In the settings menu if "Pause on incoming call" is "ON" then the myTREK App will pause and auto resume when the call is complete.

--- If "Pause on incoming call" is "OFF" then 2 things will happen:
- If the myTREK App is brought to the foreground while in a call everything will function as normal.
- If the myTREK App is left in the background, the App will continue recording but the pulse will be fixed at the last value before the call was answered. In this case, everything will return to normal once the call is ended and the myTREK App is brought back to the foreground.

What happens if I receive an alert such as a text message, email, etc.?

--- If the alert is closed nothing will happen and myTREK will continue tracking. If the alert is viewed the myTREK App will continue to record but the pulse will be fixed at the last value before the alert was viewed. In this case, everything will return to normal once the myTREK App is brought back to the foreground.

GPS TRACKING

Why is my GPS signal weak?
---The GPS tracking signal can be blocked by walls, structures, weather and other natural elements.

Why aren't speed and distance being tracked when I work out indoors?
---The GPS tracking signal can be blocked by walls, structures, weather and other natural elements. To utilize the GPS and speed functions, you must be traversing outdoors for a signal to be tracked.

Why doesn't my iPod touch track distance?
---Only GPS enabled Apple devices such as the iPhone 3GS and iPhone 4 are capable of tracking distance and speed.

MAINTENANCE

How do I properly clean myTREK? Do's and Don'ts...
---Do's
- --- To ensure accurate readings, clean the removable armband, sensors and charging contacts following each use.
- --- Use a soft cloth with mild hand soap and cool water to wipe down the armband, sensors and plastic housing.
- --- Use a cotton swab and rubbing alcohol to clean the charging contacts.

---Don'ts
- --- DO NOT SUBMERGE IN WATER
- --- Do not use any abrasive chemicals to clean the myTREK armband, sensors or plastic housing.

Why is the Bluetooth connection being interrupted on my iPod touch or iPhone?
--- Use ONLY an Apple approved case on your iPod touch or iPhone. Ensure that there are no obstructions between you and your device and you are no more than 30 feet away.

PRODUCT SUPPORT

What is the myTREK support number?
--- (800) 621-3695 Ext. 3

What is the myTREK support website?
--- http://www.scoschemyTREK.com

Where is the myTREK user manual?
--- http://www.scoschemyTREK.com

Does the myTREK carry a warranty?
myTREK carries a one year warranty. See full user guide for complete details.